



Designated Support Engineer for Symantec

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The ENTERPRISE STUDIO BY HCL TECHNOLOGIES service(s) ("ENTERPRISE STUDIO Service") listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the ENTERPRISE STUDIO quote or other transaction document entered into by you and the ENTERPRISE STUDIO entity through which you obtained a subscription for the ENTERPRISE STUDIO Service (hereinafter referred to as the "Agreement"). These terms shall be effective from the effective date of such ordering document.

This Service Description describes Symantec Premium Support – SED Designated Support Manager ("Service"), previously referred to as Symantec Technical Account Manager (TAM). All capitalized terms in this description have the meaning ascribed to them in the Agreement (defined below) or in the Definitions section.

1.1 Technical/Business Functionality and Capabilities

Service Overview

This document describes the services ("the Services") which are performed by a Symantec Enterprise Division (SED) Designated Support Engineer ("DSE"). The SED DSE is an assigned product specialist who serves as a point of contact to assist Customer with its technical support experience and provides technical support triage to help resolve identified product issues. SED DSE Services include account management, case management and lifecycle planning for Customer's Eligible Solutions, as further defined below. The SED DSE also assists Customer to drive feature adoption and maximize use of its Eligible Products based on success factors established in cooperation with Customer.

Service Features

The SED DSE will provide all Account Management, Case Management and Lifecycle Planning services while also serving as a conduit for the technical support services provided for Eligible Solutions, as further defined below. The SED DSE will provide information related to open technical support cases as well as product information, industry trends, threat information, best practices, and other related information during the term of the Services.

Account Management

- **SED DSE:** Customer will be assigned a named SED DSE who will serve as Customer's primary account contact for the Services during Local Regional Business Hours. This named SED DSE is a shared resource and may be assigned to other customer accounts. A single SED DSE provides, on average, up to eight (8) hours of Services per week during Local Regional Business Hours over an annual term. If Customer's Services' requirements are above (or exceed) such average, then Customer must contact its account manager or its chosen reseller to purchase additional separate Services.

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- **Monthly Standard Support Case Reporting:** The SED DSE will provide monthly reports on Customer's technical support case history to help identify technical support issues and trends and to discuss potential areas of improvement with Customer. This monthly report will be provided by the SED DSE remotely.
- **Quarterly Reporting and Review:** The Monthly Standard Support Case history reporting will be summarized on a quarterly basis to help identify technical support issues, trends and Customer concerns and to discuss potential areas of improvement and make recommendations. The quarterly review also addresses Customer's business requirements, including overall Service experience and Service consumption, and how ENTERPRISE STUDIO is performing against them, and provides insight on the global security threat landscape. This review will be provided by the SED DSE remotely.
- **Annual Account Review:** Once during each annual term of the Services, the SED DSE will meet with Customer to review Customer's prior year technical support case history for the Eligible Solutions and to review Customer's then current security posture and ongoing security strategy in order to make best practice recommendations. The annual meeting and report will be conducted and provided by the SED DSE remotely.

Case Management:

Resourcing Availability: The SED DSE will be available during Local Regional Business Hours.

- **Case Creation Assistance:** Upon Customer's request, the SED DSE will log technical support cases on Customer's behalf during Local Regional Business Hours. Outside of Local Regional Business Hours, Customer should call Broadcom technical support or raise a case via the support portal located at: <https://www.broadcom.com/support/software/contact>

Escalation Assistance: During Local Regional Business Hours the DSE will assist with any technical support case escalations, regardless of severity on behalf of Customer for the Eligible Solutions. Outside of Local Regional Business Hours, these situations will be handled via Broadcom Technical Support <https://www.broadcom.com/support/software/contact>.

- **Escalation Updates, Actions, and Management Calls:** After Customer has logged a Severity 1 technical support case, the SED DSE will be notified by the technical support engineer and will then serve as the point of contact for providing technical support case management assistance to Customer during Local Regional Business Hours. The SED DSE will monitor the technical support case to provide Customer with updates on the status of the case.
- **Identify and Troubleshoot Issues:** The SED DSE will assist Symantec technical support engineers in isolating the cause of the technical support issue concerning the Eligible Solutions in Customer's production environment. This may require, but is not limited to, Customer providing additional information about their production environment, answering further questions about the technical support issue, running system / environment diagnostics, applying patches, etc., as necessary for the technical support engineers to assist in resolving the technical support issue(s).

Lifecycle Planning:

- **Patch and Fix Updates:** The SED DSE will notify Customer if bug fixes or patches for the Eligible Solutions become available.
- **Product Optimization Services:** For certain SED products, optimization services are available to Customer using the Symantec Diagnostic tool (“SymDiag”). Customer must request such optimization services through its SED DSE to be coordinated with technical support engineers. These optimization services are delivered remotely via telephone, email, and if needed, concluded with an online meeting to discuss the findings and deliver any required reports to the Customer.

Symantec Enterprise Technical Support:

- **SED DSE Coverage:** Customer has access to its assigned SED DSE during Local Regional Business Hours for the Eligible Solutions. Customer may designate up to six (6) contacts to interact with Customer’s assigned SED DSE. Outside of Local Regional Business Hours, these situations will be handled via Symantec technical support engineers for all Eligible Solutions with respect to the Services.
- **Broadcom Enterprise Customer Support Portal:** Each Customer will have access to the Broadcom Enterprise Customer Support Portal account management website at: <https://www.broadcom.com/support/software/contact>, where current license and product information can be obtained as well as new technical support cases created.

1.2 Customer Responsibilities

ENTERPRISE STUDIO can only perform the Service if Customer provides required information or performs required actions, otherwise CA’s performance of the Service may be delayed, impaired or prevented, and/or Customer may lose eligibility for any Service Level Agreement.

- **Service Availability:** Customer must have the right to use the Eligible Solutions, as well as a current Maintenance/Support subscription for all Eligible Solutions, for which these Services can be provided. ENTERPRISE STUDIO is not obligated to provide any credits, refunds or extensions of Services when Services are suspended for Customer’s failure to maintain current Maintenance/Support for the Eligible Solutions.
- **Covered Product(s):** Customer must periodically review the list of Covered Product(s) at <https://knowledge.broadcom.com/external/article?legacyId=info4324>, which may be revised by ENTERPRISE STUDIO from time to time, without notice to Customer. ENTERPRISE STUDIO may also remove components and/or products from Covered Product Families or product suites at any time to reflect changes in ENTERPRISE STUDIO’s product and services offerings.

1.3 Additional Terms

Purchase Conditions. Premium Support is not a substitution for entry-level Maintenance/Support. All Eligible Solutions therefore must be covered with valid entry-level Maintenance/Support when purchasing Premium Support

No Auto-Renewal. Notwithstanding anything to the contrary in the Agreement, there is no automatic renewal of the Services. Before the Service term expires, Customer must contact its account manager or its chosen reseller to renew the Services.

Customer Use Only. Customer is permitted to use the Service solely for Customer's own business purposes. Customer agrees not to resell, sublicense, lease, or otherwise make the Service and associated documentation available to any third party.

Service Providers. Customer may only provide the Services for the benefit of its own end user customers or unaffiliated third-parties provided it has separately received authorization to do so in writing by ENTERPRISE STUDIO and it purchases individual subscriptions to the Services for each of its end user customers.

Compliance with Laws. Customer shall comply with all applicable laws with respect to use of the Service.

1.4 Definitions

“Covered Product(s)” means the then current Symantec Enterprise Division solutions, identified by Solution Family, at the following URL: <https://knowledge.broadcom.com/external/article?legacyId=info4324>, or successor URL.

“Designated Contacts” means any employees, affiliates, contractors, or third-party outsourcers which Customer designates to be a

point of contact to ENTERPRISE STUDIO for the Service who act under the responsibility of Customer.

“Eligible Solutions” means any combination of individual Covered Products from the Covered Product(s) list for which Customer holds a valid right to use and has a current Maintenance/Support subscription for such Covered Product(s).

“Local Regional Business Hours” means Monday through Friday during standard regional business hours and days of the week, excluding weekends and local public holidays. In most cases, “business hours” mean 8:00 a.m. to 5:00 p.m. in the local time zone as selected by the Customer.

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“Online Service Terms and Conditions” means the Online Services Terms and Conditions located at or accessed through <https://www.broadcom.com/company/legal/licensing>.

“Order Confirmation” means a receipt confirming the Service Customer has acquired as issued by ENTERPRISE STUDIO.

“Technical Support Terms and Conditions” means the Technical Support Terms and Conditions located at or accessed through <https://www.hcltech.com/enterprise-studio/Broadcom-software-support>.

About Enterprise Studio

[Enterprise Studio](#) by HCL Technologies helps you make the connections between IT and business that optimize time and multiply value so you can realize full potential across your organization. Our seasoned technologists, coaches, and educators can help you unlock value from existing IT investments to become a stronger, more adaptive organization – in part by leveraging a BizOps approach so that IT outputs are strongly linked to business outcomes.

We are the leading provider and services partner for Broadcom and Symantec enterprise solutions, so whether you're an established Global 500 company or a new disruptive force in your industry, we can help you navigate complexities that come with competing in an inter-connected digital era. We are also a global solution provider and Tier 1 global value-added reseller of Broadcom CA Technologies and Symantec enterprise software.

Many of our experts at Enterprise Studio are from the former professional services units of CA Technologies and Symantec. For decades, our teams have supported and help lead organizations to innovation using powerful enterprise software solutions and cutting-edge methodologies – from business and agile management to security, DevOps, AIOps, and automation.

To learn more visit: hcltech.com/enterprise-studio

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